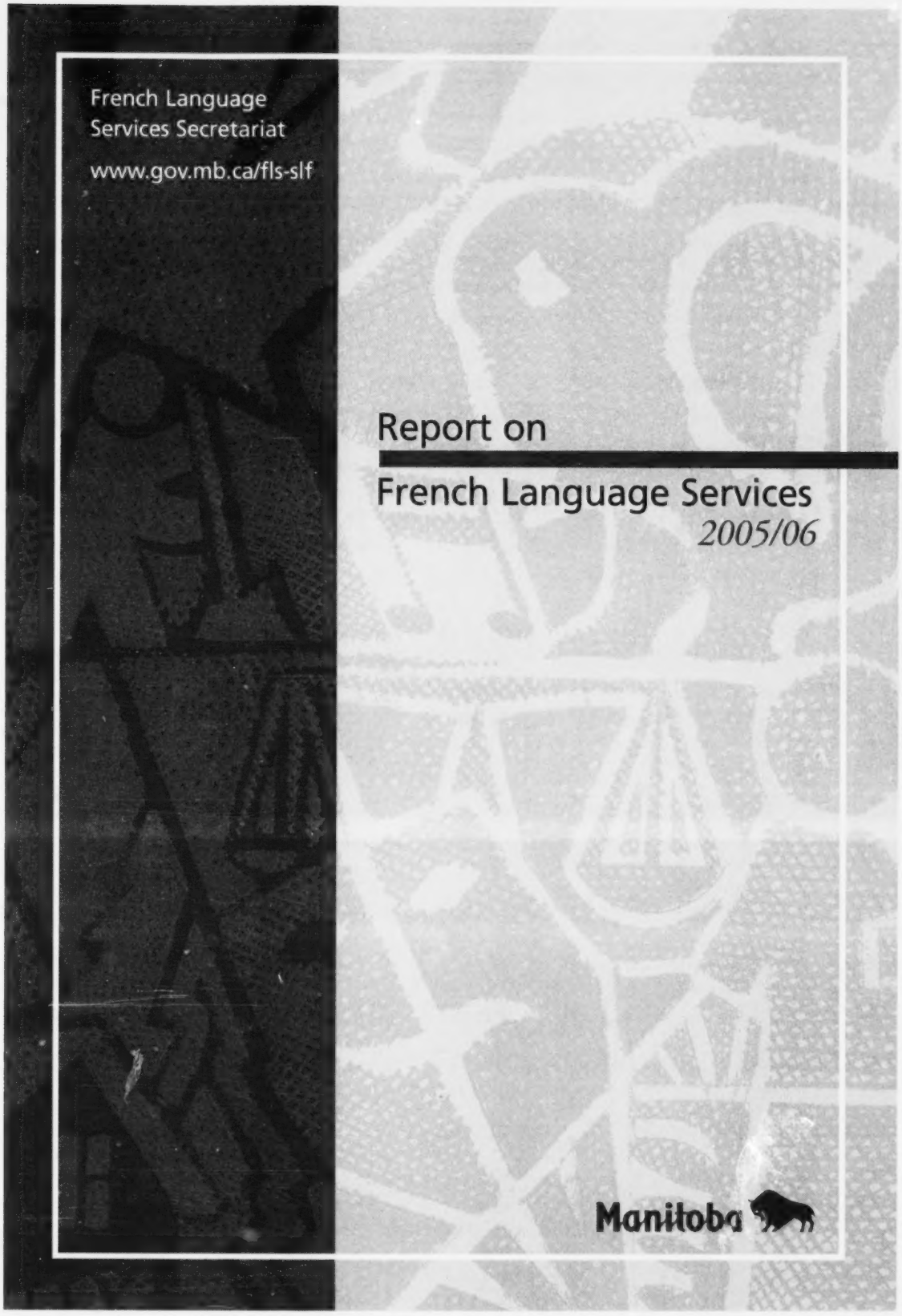

French Language
Services Secretariat

www.gov.mb.ca/fls-slf

Report on French Language Services

2005/06

Manitoba

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Glossary

AMBM	Association des municipalités bilingues du Manitoba / Manitoba Association of Bilingual Municipalities
BSC	Bilingual Service Centre
CCS	Conseil communauté en santé/Communauté en santé Board
CDEM	Conseil de développement économique des municipalités bilingues du Manitoba / Economic Development Council for Manitoba Bilingual Municipalities
CUSB	Collège universitaire de Saint-Boniface
DSFM	Division scolaire franco-manitobaine/Franco-Manitoban School Division
FLS	French Language Services
MCCF	Ministerial Conference on the Canadian Francophonie
RHA	Regional Health Authority
SFM	Société franco-manitobaine

Message from the Minister

Honourable Greg Selinger
Minister responsible for French Language Services

Since it came into effect in 1989, the French Language Services (FLS) Policy has undergone a remarkable evolution. Initially, the measures taken to implement the policy were focused primarily on the delivery of services. During the past number of years, our government has adopted a more comprehensive approach, which goes beyond simply providing services and is intended to promote the vitality of the Francophone community. As a result, an increasing number of initiatives involve more than the provision of French-language services as such and are aimed more broadly at enhancing the development of the Francophone community.

In the lines that follow, I would like to provide a few examples of the tangible results achieved by our government in 2005/06 in a variety of areas affecting the Francophonie.

Health and Social Services

In 2004, the Government of Manitoba recognized the *Conseil communauté en santé* (CCS) as the official representative of the Francophone community in the areas of health and social services.

Further to this designation, the CCS was given responsibility in 2005 for a resource centre that provides the following services: assistance with bilingual staff recruitment, translation, language training and acquisition of resource materials. These support services were previously the responsibility of the *Santé en français* centre, which carried out its activities under the auspices of the Regional Health Authorities of Manitoba. The purpose of this integration is to promote a greater synergy between providers of health and social services and the Francophone community.

In December 2005, our government passed the *French Language Services Regulation* (199/2005) under *The Child and Family Services Authorities Act*. Pursuant to this regulation, each Authority is required to develop a FLS plan annually and have it approved by the Minister of Family Services.

Early Childhood Development

In conjunction with the Government of Canada, the Government of Manitoba funded the establishment of four early childhood and family centres during the

past two years. The centres opened in 2005/06 are located at École Saint-Jean-Baptiste and École Réal-Bérard in St-Pierre-Jolys.

These centres are designed to provide a comprehensive continuum of integrated services and resources at local Francophone schools, for all parents of children from the prenatal period through to school entry. This model, which has been very successful, was developed right here in Manitoba by the Coalition francophone de la petite enfance et de la famille, which includes the Division scolaire franco-manitobaine, the Fédération provinciale des comités de parents, the Société franco-manitobaine and Healthy Child Manitoba.

Justice

In December 2005, I announced on behalf of our government a series of measures to promote the appointment of a greater number of bilingual individuals to quasi-judicial tribunals (such as the Automobile Injury Compensation Appeal Commission, the Residential Tenancies Commission and the Manitoba Health Appeal Board).

Government-Community Cooperation

The Government of Manitoba joined forces with the Government of Canada and the Francophone community to hold the very first federal-provincial-community forum on the Francophonie in Manitoba. Entitled *ConverGence: Enhancing Cooperation through Better Mutual Understanding*, this forum was held in March 2006 as part of the *Rendez-vous de la Francophonie*.

Through this Forum, government officials were able to better familiarize themselves with the reality of the Francophone community and thereby enhance their ability to meet its needs with respect to French-language services and support for development. The Forum also gave federal and provincial civil servants and the Francophone community an exceptional opportunity to establish closer ties and to collectively develop a new vision focused on an even more intense and productive cooperation.

The *Ronald Duhamel Award* was granted for the first time at a ceremony held in conjunction with the Forum. Established jointly by the Government of Manitoba, the Government of Canada and the Francophone community of Manitoba, this unique award seeks to acknowledge federal or provincial civil servants for distinguished service to Manitoba's Francophone community.

International Francophonie

During the last months of 2005/06, the Government of Manitoba cooperated with Foreign Affairs and International Trade Canada and Francophone community organizations in organizing the Francophonie Ministerial Conference on Conflict Prevention and Human Security. This international event was held in St. Boniface in May 2006 and proved to be an unqualified success. Its proceedings led to the adoption of the St. Boniface Declaration.

In closing, I would like to thank the administrative bodies subject to the policy as well as the Francophone public and groups for their cooperation. Without their assistance, the success we were able to achieve would not have been possible. Much work remains to be done, and it is precisely by working together that we will be able to meet the challenges ahead.

Evolution of FLS Implementation

Government of Manitoba's French Language Services (FLS) Policy

Ongoing FLS initiatives: *bilingual forms and documents; bilingual signage in designated areas and centres; services in both official languages in person or via telecommunications through bilingual employees in designated offices and facilities; support for the provision of translation services for bilingual municipalities; contributions to various Francophone cultural, educational, youth, economic, etc. initiatives and projects.*

1989-1991

- Introduction of FLS policy in November 1989
- Implementation of FLS based on official policy and as a continuation of some pre-policy initiatives
- Study regarding ways and means of ensuring French language health services (the Gauthier Study)
- Signing of the Canada-Manitoba General Agreement on the Promotion of Official Languages (CMGAPOL)

1991-1993

- Development of comprehensive guidelines for the implementation of policy and geared to an active offer of French Language Services
- Establishment of the Advisory Committee on Health Services in French and initial follow-up on the Gauthier Report recommendations
- Publication of the *French Language Services Guide*, an information and promotion document
- Placing of bilingual highway signs in designated areas
- Support of the provision of translation services for bilingual municipalities

1993-1995

- Development of FLS implementation plans based on the guidelines, by departments, Crown corporations concerned and the designated health facilities identified in the Gauthier Report
- Establishment of a second-stage facility for Francophone women and their children (victims of family violence)
- Establishment of special Resource Unit, *Santé en français*, to assist designated health facilities with their planning and delivery of services in French
- Creation of Franco-Manitoban School Division
- Strengthening of Part III of *The City of Winnipeg Act* regarding the provision of French language services
- Renewal of Canada-Manitoba General Agreement on the Promotion of Official Languages

1995-1997

- Special efforts to ensure an adequate implementation of policy:
  - Active offer video and orientation sessions for employees in designated positions and designated offices
  - French language training for employees in designated positions
- Studies regarding ways and means of ensuring French language social services (seniors, disabled individuals, etc.)
- Approval and planning of a *Centre du patrimoine* (Francophone Heritage Centre)
- Designation of Regional Health Authorities to ensure FLS in the consolidated and regionalized health services
- Creation of Working Group on the Enhancement of French Language Services in Manitoba's Justice System
- Support of economic development initiatives in the Francophone community

1997-1999

- Assessment of the offer and delivery of services as per policy (Dubé Study)
- Review of the FLS policy (the Chartier Report)
- Modification of FLS policy and guidelines (based on the Chartier Recommendations)
- Development of a regulation regarding the obligations of Regional Health Authorities with respect to FLS
- Promotion of French language services using the Internet and other means
- Provision for FLS in designated areas using new technologies and approaches such as Better Systems Initiative, etc.
- Creation of Advisory Committee on French Language Social Services
- Designation of some social services agencies/organizations which receive provincial government funding, as ones which must ensure that their services are available in French
- Construction of the *Centre du patrimoine* (Francophone Heritage Centre) as an annex to the Franco-Manitoban Cultural Centre (CCFM)
- Cabinet decision to establish bilingual government service centres in the designated areas

1999-2002

- Creation of a FLS Facilitator team attached to the FLS Secretariat
- Treasury Board approval and detailed planning to establish three bilingual government service centres in Notre Dame de Lourdes, St. Boniface and St-Pierre-Jolys
- Renewal of the Canada-Manitoba General Agreement on the Promotion of Official Languages (CMGAPOL) for the period of 2000-2004
- Establishment of a completely bilingual primary health centre in St. Boniface
- Creation of a Bilingual Health Recruitment Coordinator position
- Establishment of the *Communauté en santé* Board to replace the Advisory Committee on Health Services in French
- Development, with various stakeholders, of a practical model for the delivery of RCMP services in French
- Strengthened funding and support to the DSFM through the Canada-Manitoba General Agreement on the Promotion of Official Languages in Education
- Construction of *École Christine-Lespérance,* a K-8 Français school in South St. Vital
- Tri-Level Agreement to establish a *comité paritaire* (joint committee) to foster economic development cooperation
- Grant of $300,000 to *Francofonds,* to highlight the National Year of the Francophonie
- Development, finalization and approval of FLS Plans of various designated RHAs, social service agencies, departments and Crown corporations
- Annual publication of a Report on FLS

2002-2006

- Official opening of the first three Bilingual Service Centres (BSCs) in Notre Dame de Lourdes, St. Boniface and St-Pierre-Jolys
- Establishment of a provincial court circuit point and justice generalist position at the BSC in St-Pierre-Jolys
- Designation of the *Conseil communauté en santé* (CCS) as the Official Representative of the Francophone Community in the Areas of Health and Social Services
- Establishment of *FLS Regulation* 199/2005 under *The Child and Family Services Authorities Act*
- Greater emphasis on intergovernmental cooperation through the signing of:
  - cooperation agreements with New Brunswick, the Bas-Rhin (Alsace) and Quebec
  - the Canada-MB Auxiliary Cooperative Agreement on the Promotion of Official Languages – Intergovernmental Cooperation on Francophone Affairs
  - the Canada-Manitoba Agreement on French Language Services 2005/06 to 2008/09
- New funding model for the DSFM, which acknowledges additional and differential costs.
- Canada-MB Agreement to cost-share a S1-S4 Français school in South St. Vital
- Opening of *École Jours de plaine*, a K-S4 Français school in Laurier
- Establishment of four Early Childhood and Family Centres
- Opening of the Montcalm Health Centre in St. Jean-Baptiste
- Launch of the Health Links-Info Santé call centre, the French-language component of which is provided by the Centre de santé Saint-Boniface
- *Accueil francophone* immigration initiative (Fed-Prov-SFM)
- Approval of a set of measures to promote the appointment of a greater number of bilingual individuals to quasi-judicial tribunals

Highlights 2005/06

French Language Services Secretariat

The French Language Services (FLS) Secretariat has the mandate to guide and monitor the implementation of Manitoba's FLS Policy in a manner consistent with the concept of active offer. The FLS Secretariat advises and makes recommendations to the Government of Manitoba, and the Minister responsible for FLS in particular, on the development of government services in French. It serves as a liaison between the government and Francophone organizations in the province.

On December 5, 2005 during the launch of the *Mon choix, mon droit en français* promotional campaign of the *Association des juristes d'expression français du Manitoba* (AJEFM), the Honourable Greg Selinger, Minister responsible for FLS, took the opportunity to announce, on behalf of the Government of Manitoba, a set of measures to promote the appointment to quasi-judicial tribunals of a greater number of individuals who are fluent in English and French. These active offer measures should enable French-speaking Manitobans to more readily exercise their right to be served and heard in the official language of their choice. In the past, the customary practice in Manitoba has been for quasi-judicial tribunals to hear matters in French with the assistance of translators.

During 2005/06, the FLS Secretariat's facilitators provided guidance and assistance to administrative bodies on the implementation of FLS, conducted orientation sessions on the active offer concept, and pursued the review and/or development of FLS plans. The Bilingual Service Centre (BSC) Coordinator continued to lead the planning process for the establishment of BSCs in Ste. Anne, St. Laurent and South St. Vital.

The FLS Secretariat acted as a resource for the *Conseil communauté en santé* Board, which is the official representative of the Francophone community in the areas of health and social services. The Senior Advisor chaired the Advisory Committee on French Language Social Services, the mandate of which is to advise the Government of Manitoba on the ways and means to meet the objectives of the FLS Policy in the social services sector. He also chaired the Working Group on the Enhancement of French Language Services in Manitoba's Justice System and the Working Group on French Language Tourism Development. He co-chaired the advisory committee established to deal with matters relating to the delivery of RCMP services in both official languages. The FLS Secretariat provided logistical support to the Partnership Committee on the Economic Development of Francophones in Manitoba.

The FLS Secretariat coordinated 231 registrations for French language training from government employees, an increase over the previous year. The training offered included two pilot projects for staff of Family Services and Housing, onsite *Perfectionnement* training for staff of the BSC in St-Pierre-Jolys, cost-shared tutoring for a number of Ministers and Deputy Ministers, and the upgrading of skills via the Internet.

Over the course of the year, the FLS Secretariat dealt with 15 complaints, as well as various issues raised by the public regarding FLS. As well, the FLS Secretariat organized FLS forums/meetings with representatives of government departments and the Franco-Manitoban community to share information and ideas on specific issues and to prepare recommendations or develop solutions and strategies.

Bilingual Service Centres (BSCs)

The Bilingual Service Centres (BSCs), in cooperation with Communications Services Manitoba, worked on their promotion strategy. The new slogan, *Your community access to government programs and services*, better communicates the services offered by the BSCs. The BSCs also increased the number of outreach activities to include presentations at parent/teacher meetings in different communities. They also organized information sessions for the public on topics such as crystal meth and gangs.

Responsibility for the federal participation in the existing BSCs in St. Boniface, St-Pierre-Jolys and Notre Dame de Lourdes was transferred from the department of Canadian Heritage to Service Canada. With this transfer came additional services which include a full range of employment insurance services and the possibility for individuals to apply for and receive a Social Insurance Number and pleasure craft licenses.

The BSC in St. Boniface experienced an increase of new immigrant clients due to the services of l'*Accueil Francophone*, which is responsible to help new Francophone immigrants settle in Manitoba. The BSC in St. Boniface entered into a partnership with the *Association des juristes d'expression française du Manitoba* for the launch of a major awareness campaign *Mon droit, mon choix, en français*, funded by the federal and provincial governments. The launch took place December 5, 2005.

The BSCs are also part of the Access Centres Working Group whose mandate is to develop common strategies and tools and to work on service delivery standards. There are ongoing discussions regarding a branding strategy for access centres.

The Government of Manitoba is committed to the establishment of a second phase of BSCs in Ste. Anne, St. Laurent and South St. Vital. In 2005/06, the FLS Secretariat continued to meet with provincial departments to discuss their potential involvement in the next three BSCs. The FLS Secretariat's approach has consisted in planning the next three BSCs concurrently, bearing in mind that each BSC will have its own particularities and that timelines for each centre will need to be set accordingly.

Negotiations have taken place between the R.M. of St. Laurent, the Department of Advanced Education and Training and the FLS Secretariat to fund an administrative assistant position for the Royal Canadian Mounted Police (RCMP) in St. Laurent for a one-year period. The funding of this position will guarantee an increased bilingual presence of the RCMP in St. Laurent.

Intergovernmental Cooperation

Ministerial Conference on the Canadian Francophonie

Both the Minister responsible for FLS and the Senior Advisor of the FLS Secretariat actively participated in the meeting of the Ministerial Conference on Francophone Affairs, which was held in Regina on October 13 and 14, 2005. As part of the proceedings, representatives of the federal-provincial-territorial governments marked 10 years of collaboration by adopting a new mandate for the Conference and changing its name to "Ministerial Conference on the Canadian Francophonie". The Senior Advisor also participated in a number of national meetings of the Intergovernmental Network of the Canadian Francophonie.

Canada-Manitoba Agreement on French Language Services

In May 2005, the Honourable Greg Selinger, Minister responsible for FLS, and the Honourable Liza Frulla, Minister of Canadian Heritage at the time, signed a new 4-year *Canada-Manitoba Agreement on French Language Services 2005/06 to 2008/09*. Under this cost-sharing mechanism, Manitoba's $1.2 Million contribution was matched by Canada to support the development, delivery and expansion of quality government services in French for Manitoba's Francophone community and support initiatives with structuring effects intended to enhance its vitality. In addition, special project funding of $225,000 was awarded to the *Image de marque bilingue pour le Manitoba/Bilingual Brand Image for Manitoba* initiative, the federal contribution for which was $100,000.

Members of the Ministerial Conference on the Canadian Francophonie

Back Row Left to Right: *Mr. John Stecyk (representing the minister for YK), Honourable Denis Ducharme, Minister (AB), Honourable John van Dongen, Minister (BC), Honourable Mauril Bélanger, Minister (CA), Honourable Len Taylor, Minister (SK), Honourable Greg Selinger, Minister (MB), Mr. Wilfred Arsenault (representing the minister for PEI), Honourable John Ottenheimer, Minister (NL), Honourable Benoît Pelletier, Minister (QC), Mr. Léo-Paul Charest (representing the minister for NB).*

Front Row Left to Right: *Ms Naullaq Arnaquq (representing the minister for NU), Honourable Madeleine Meilleur, Minister (ON), Ms Vaughne Madden (representing the minister for NS).*

Manitoba/New Brunswick and Manitoba/Québec Agreements

The FLS Secretariat coordinated, for Manitoba, the inclusion of projects to be funded in 2005/06 under the French-language services component of the *Memorandum of Understanding (MOU) on Interprovincial Co-Operation Between the Governments of Manitoba and New Brunswick* and the *Agreement for Cooperation and Exchange Between the Governments of Québec and Manitoba.* The following projects were cost-shared:

Organizations	***Manitoba/Québec Projects***	***Provincial Contribution***
Festival des Vidéastes du Manitoba (FVM) and Cinémarivie	The MB trainer went to NB for one week to work with students and came back with a product to present at the MB festival, the theme of which was "democracy". The NB student was a jury member for the MB festival.	$6,000

La Maison des artistes visuels francophones (MAVF) and the Agence de mise en marché des œuvres d'art (AMMOA)	AMMOA provided expert advice for the creation of a commercial gallery for the MAVF members.	9,200
Cinémental Inc. and Festival international du cinéma francophone en Acadie (FICFA)	Exchange opportunity and sharing of ideas, challenges and solutions.	2,800

Organizations	***Manitoba/New Brunswick Projects***	***Provincial Contribution***
La MAVF, Graff, Centre Action Art Actuel, and Regroupement des centres d'artistes du Québec	Six-component project involving exchanges in the areas of printmaking and contemporary art, training, mentorship, and Web design.	$12,500
Le 100 Nons and the Festival international de la chanson de Granby	Training and development of francophone musical directors and mentorship.	9,000
La MAVF, Manitoba Printmakers' Association and Graff	Training of Francophone artists in contemporary printmaking, leading to an exhibit of artists from MB and QC.	3,500

ConverGence Forum

The Manitoba Federal Council, the Manitoba FLS Secretariat and the Société franco-manitobaine (SFM) organized the first federal-provincial-community forum on the Francophonie in Manitoba, held March 16 to 17, 2006 at the Hotel Fort Garry as part of the *Rendez-vous de la Francophonie*.

Entitled *ConverGence: Enhancing cooperation through better mutual understanding* the forum encouraged civil servants to work toward a shift in organizational culture in order to ensure that their respective governments meet their linguistic obligations. Civil servants had the opportunity to familiarize themselves with the needs of the Francophone community and to assess these within the scope of their respective mandates.

At the end of March 2006, Consultation Deroche Consulting presented a report on the results of the workshops and plenary sessions held during the forum. The report, entitled *Main Features of a Winning Government-Community Collaboration Model,* was shared with all participants.

Prix Ronald-Duhamel – Ronald Duhamel Award

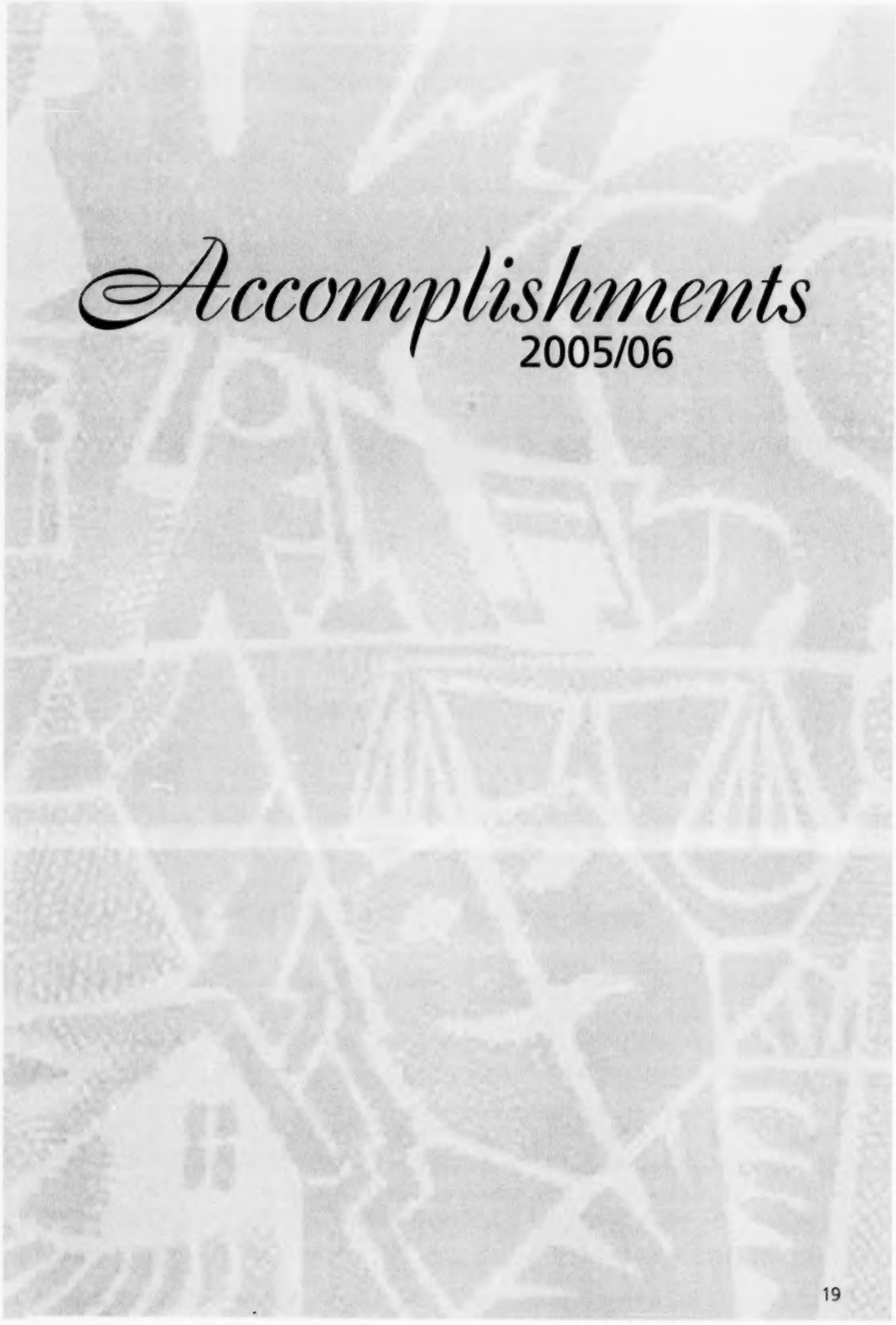
Officially launched in March 2005, the *Prix Ronald-Duhamel – Ronald Duhamel Award* was presented for the very first time on March 16, 2006 as part of the *ConverGence* Forum, held during the *Rendez-vous de la Francophonie* celebrations.

A joint initiative of the Société franco-manitobaine, the Manitoba Federal Council and the Manitoba FLS Secretariat, the *Prix Ronald-Duhamel – Ronald Duhamel Award* was created to recognize a federal or provincial public servant or team of public servants for distinguished service to Manitoba's Francophone community. The award was named in honour of Ronald Duhamel and his significant contributions.

The recipients of the Award were two teams, one provincial and one federal, who contributed to the conception, the creation and the implementation of the three Bilingual Service Centres in Manitoba: in Notre Dame de Lourdes, in St. Boniface and in St-Pierre-Jolys. Edmond LaBossière, former Senior Advisor of the provincial FLS Secretariat and Mike Styre, co-chair of the Manitoba Federal Council Steering Committee on Official Languages, accepted the Award on behalf of the provincial and federal teams respectively.

Franco-Manitoban artist, Gary Tessier, was commissioned to create the sculpture that is awarded to the recipient or group of recipients. The *Triad*, which has elements of bronze and granite, "is made up of three pillars, mixing the abstract and the figurative, placed in a circle, persons whose arms are thrust upward and intermingled, reflecting the cooperation between the two levels of government and the community. The upward stretched arms are signs of celebration."

Left to Right: *Mr. Edmond LaBossière, co-recipient of the Prix Ronald-Duhamel – Ronald Duhamel Award; Ms Carolyn Duhamel; Ms Natalie Duhamel; Ms Karine Duhamel; Honourable Maria Chaput, Senator, and M.C. for the evening; and Mr. Mike Styre, co-recipient of the Award.*


Accomplishments
2005/06

Agriculture, Food and Rural Initiatives

In 2005/06, Manitoba Agriculture, Food and Rural Initiatives (MAFRI) continued to expand French language services (FLS) and develop stronger partnerships with Francophone organizations, bilingual communities and municipalities. The GO (Growing Opportunities) offices and Knowledge Centres with bilingual personnel increased their capacity for extension services, technical expertise and assistance in both official languages, with signage identifying the available services and staff. The department actively encouraged staff to improve FLS delivery by participating in events such as the *ConverGence* Forum in March 2006 and through language training.

During the course of the year, significant efforts were made to ensure that the public could communicate with GO offices and receive services in both French and English. The Program and Services Section on the MAFRI Web site, posted in both official languages, helped to raise awareness of FLS. One noticeable change was the significant number of publications intended for the public, now available in both English and French, which provided tremendous support to staff members throughout the Department in their continued efforts to supply technical information in French when requested.

In designated offices, concerted efforts were made to respond to telecommunications in both official languages in order to encourage clients to discuss issues in their official language of choice. Efforts were made to ensure that informational material, including commodity fact sheets, promotional and recipe publications remained highly visible and readily available in designated offices.

The following highlight some of the Department's other significant accomplishments:

- Consultation and information gathering meetings, such as the Creating Opportunities session held in Ste. Anne focusing on strategies for rural economic development in Manitoba, featured simultaneous interpretation, presentations in both French and English and the use of both official languages during the question and answer discussions.
- Official documentation, publications, conference program materials and signage for prominent events were made available in English and French; major initiatives such as the Rural Forum featured bilingual promotions and media interviews in both official languages.
- All materials for the joint federal-provincial-territorial Agricultural Policy Framework (APF) Environment Chapter were made available in both official languages.

- The application forms and brochures for the Implementation Program under the Food Safety Initiative were bilingual and ongoing translation of the Questions and Answers section was undertaken.
- Important fact sheets, applications for insurance and contracts of insurance were translated on a regular basis. Sales advertising (print and media including radio) and deadline reminders were completed in both official languages.

Civil Service Commission

In 2005/06, the Civil Service Commission (CSC) participated in the recruitment of candidates for designated bilingual positions in various departments and agencies as needed. The CSC continued to ensure that enhancements were made to the French version of Employment Opportunities on ACCESS 1-2-3, on the CSC Web site.

Conservation/Water Stewardship

The Department of Conservation maintained its ability to provide services in both official languages by partially funding (25%) on an ongoing basis three Information Specialist positions located at the BSCs in St. Boniface, St-Pierre-Jolys and Notre Dame de Lourdes. During 2005/06, the Department also worked on developing a plan to make information available in both official languages on its Web site, and focussed support in the areas of parks within designated areas, the Parks Reservation System and brochures. The Department started reviewing its FLS Plan with the intent of bringing the document in line with current requirements.

Manitoba Water Stewardship, which is still in the implementation stage of its FLS plan, launched its *Clean Water. For me. For you. Forever.* campaign with billboards, booklet, advertising and brochures in both official languages. The Stephenfield Lake watershed management plan (June 2005) was made available in English and French, and interpretation services were available at the public open house. The 2005 Emergency Floodway Operation Compensation Program documentation was made available in both official languages.

Culture, Heritage, Tourism and Sport

Culture and Heritage

Manitoba Culture, Heritage and Tourism (CHT) supported the Francophone community in 2005/06 by awarding $52,680 to Francophone communities and organizations under the Community Places Programs. The Heritage Grants Program contributed $39,395 while 11 bilingual municipal libraries received operating grants totalling $261,320. The department also supported a number of special initiatives in the Francophone community by providing financial assistance to various Francophone cultural groups, including:

- *Comité culturel de St-Pierre-Jolys* to assist in establishing programming and administrative systems;
- *Ensemble folklorique de la Rivière-Rouge* to develop a deficit reduction plan and long-term financial strategy;
- *Alliance Chorale Manitoba* for a programming review and promotional strategy;
- *École Sainte-Agathe* to develop an adolescent component for the *Festival des Mots* arts festival;
- *Association Canada-France (Manitoba)* towards hosting the 55th Congrès Canada-France Congress in Winnipeg.

There was continued effort to ensure that the department's Web site which contains program information, references and resources is available in both official languages. This included adding over 100 French Manitoba Heritage Council commemorative plaques, producing a new bilingual template for use on the Web site for additional short publications, and providing MAPLIN (library Web site) in French. Also, 89 properties described in French were placed on the new Canadian Register of Historic Places. The Register is a partnership between the federal, provincial and territorial governments to create an on-line listing of all the designated heritage sites in Canada.

Sport

CHT's Sport office supported the *Directorat des sports,* an initiative coordinated by the *Conseil jeunesse provincial* (CJP), in its efforts to increase opportunities for Franco-Manitobans to participate in sports development and events in French. The Sport office arranged for the *Directorat des sports* to receive $30,000 in annual funding through Sport Manitoba. Up to $12,000 annually in Lotteries revenues were made available to support the *Directorat des sports'* special projects.

CHT's Sport office was the lead agency for the Province in guiding and supporting the Host Committee of the *Jeux de la Francophonie canadienne 2005* in Winnipeg. The Province provided $310,000 to support the costs of hosting the games.

Tourism

The Tourism Secretariat of CHT was established on April 1, 2005. The Secretariat is responsible for the administration of provincial funding to the new Travel Manitoba Crown Corporation. Travel Manitoba participated on the Working Group on French Language Tourism Development with the FLS Secretariat regarding services provided and continued to market Francophone tourism by working co-operatively with the Economic Development Council for Manitoba Bilingual Municipalities (CDEM). Travel Manitoba also participated in promoting French tourism in Manitoba, Saskatchewan and Alberta through membership in the *Corridor touristique francophone de l'Ouest* (CTFO) and in contributing to the publication of French-language promotional material such as the *Guide d'exploration de l'Ouest canadien* (70,000 copies). Francophone tourism was also promoted at trade shows in Montreal and Québec City.

The Canada-Manitoba Economic Partnership Agreement provided funding for both CDEM and Entreprises Riel. Entreprises Riel's component included assistance to the operation of their tourism information centres in St. Boniface and St. Norbert, and for economic development initiatives in the bilingual district of the City of Winnipeg (St. Boniface, St. Norbert, and St. Vital). Under the Economic Partnership Agreement, the province of Manitoba is contributing $600,000 over a three-year period ending on March 31, 2007.

Translation Services

Translation Services provide translation and interpretation services in both official languages to government departments and agencies, the Courts, Crown corporations, and the Legislative Assembly.

In 2005/06, Translation Services hired two translators, one of whom has been seconded to Education and Training to help that department in its provision of FLS. The Branch also implemented a succession plan for interpreters to ensure that services are maintained as senior interpreters retire.

Translation Services submitted in 2005/06 a funding proposal to the Access to Justice in Both Languages Support Fund for the training and professional development of translators and interpreters. The proposal was approved by Justice Canada and will help Translation Services further its strategies to maintain services to courts.

The Interpretation Section provides interpretation services to the Courts, the Legislative Assembly, and government departments and agencies that hold public

hearings or host national or international meetings. In 2005/06, service requests required 245 staff person days of interpretation duty and research, and attendance at 158 interpretative assignments.

Translation Services	2004/05		2005/06		% Increase	
	Pages	*Words*	*Pages*	*Words*	*Pages*	*Words*
English-French Translation	14,267	3,566,750	15,699	3,924,750	10.0%	10.0%
French-English Translation	2,157	539,250	2,318	579,500	7.5%	7.5%
Total	**16,424**	**4,106,000**	**18,017**	**4,504,250**	**9.7%**	**9.7%**

Education and Training

Manitoba Education, Citizenship and Youth and Manitoba Advanced Education and Training share a common FLS office to ensure that the FLS Policy is implemented in all areas and that designated bilingual positions are filled with bilingual personnel. FLS staff supports these efforts by ensuring that all public materials and Web sites are translated and published on-line simultaneously to better serve the French-speaking clientele. The FLS staff also endeavoured to improve Education and Training's services to the public by:

- Participating in the selection of candidates for designated positions to ensure that bilingual positions are filled with bilingual personnel;
- Encouraging employees who express an interest in taking French language training by providing them with the appropriate training information and opportunities;
- Advising departmental staff of the various services that the FLS office provides.

In 2005/06, the FLS Coordinator, the Director of Education, Administration Services, and representatives from the Department of Culture, Heritage and Tourism, hired an additional translator to work exclusively for both education departments. The addition of the new translator improved the efficiency of translation services offered as part of the FLS Policy.

Manitoba Education, Citizenship and Youth prepared many resource documents in English and French for educators, parents and students during 2005/06 on a variety of subjects. The Department also hosted the Manitoba Safe Schools Forum and Youth Conference 2006. Titled *We Can Make a Difference!* the forum gave students and adults the opportunity to explore safe schools issues

from their unique perspectives. Along with the Regional Health Authorities, the Department also began developing strategies regarding pandemic planning. School divisions were asked to take part in the planning process and to attend several workshops to prepare for possible health emergencies. All of the material was made available in both official languages. The *Manitoba Rocks!* music mentorship initiative was also announced to all Manitoba schools in the fall of 2005 simultaneously in English and French.

The *Bureau de l'éducation française* (BEF) developed and translated many curriculum programs and policies related to French-language education. The BEF also developed *Rethinking Classroom Assessment with Purpose in Mind* in collaboration with the Western and Northern Canadian Protocol for Collaboration in Education.

Employment and Training Services with the Manitoba Floodway Authority developed various materials related to the hiring of skilled employees for the Red River Floodway Expansion Project. All of the material was made available in English and French.

Numerous Web sites in both education departments were translated or updated in order to ensure their availability in both official languages. These include: International Education, Deaf and Hard of Hearing, Healthy Schools, Aboriginal Education, Human Services Guide, Manitoba Student Aid, MB4Youth, and Independent Education.

Energy, Science and Technology

Energy, Science and Technology concentrated its efforts on offering in English and French new documents, as they appear, based upon potential audience interest. EST continued to make progress in the implementation of FLS Policy by increasing its Web presence as the main communication vehicle for information and services in both official languages and identifying those in the Department who can provide service in French.

Finance

Again in 2005/06, with the excellent work done by Translation Services, Manitoba Finance budget documents were available in both official languages. During the pre-budget public consultations designed to give Manitobans an opportunity for input in the provincial budget, the meeting held in St. Jean-Baptiste on October 25, 2005 was a bilingual meeting with simultaneous

English/French interpretation available. Finance also partially funds (25%) on an ongoing basis three Information Specialist positions located at the BSCs in St. Boniface, St-Pierre-Jolys, and Notre Dame de Lourdes.

Both the Taxation Division and the Corporate Affairs Division of Manitoba Finance continued to focus on providing services to Manitobans in both official languages. All areas were capable of delivering services in French when requested. All forms were produced in a bilingual format as set out in the FLS Plan.

The Residential Tenancies Branch added two bilingual officers in non-designated positions. This should facilitate succession planning when some designated bilingual position incumbents retire. The Claimants Adviser Office, a new branch of the Consumer and Corporate Affairs Division, officially opened in May 2005 with 2 designated positions. The Claimant Adviser Office made arrangements for the bilingual administrative officer to attend a professional development course at the CUSB.

Health and Social Services

Manitoba Health and Manitoba Healthy Living

In 2005/06, Manitoba Health/Healthy Living maintained its delivery of FLS to the public through the office of its full-time bilingual FLS Coordinator, its bilingual staff, its bilingual Web site, its telephone information service and its many French and bilingual forms. Throughout the year, Manitoba Health/Healthy Living staff produced French-language material for a host of subjects including Public Health information sheets on flu and vaccinations, the *Non-Smokers Health Protection Act*, the *Health Info Guide*, West Nile Virus information and the Crystal Meth campaign. French-language material for the *Healthy Kids, Healthy Futures Task Force Report* was also prepared along with its associated Web site which went live in a completely-bilingual format. Regular updates ensured that the site remained completely bilingual.

The FLS Coordinator was actively involved in the presentation of Manitoba Health's Crystal Meth information booklet at an information session given in French at the BSC in St. Boniface. The FLS Coordinator was also Manitoba Health/Healthy Living's representative on the *Conseil communauté en santé* Board and on various working committees.

Regional Health Authorities:

Winnipeg Regional Health Authority (WRHA)

Further to the establishment of five WRHA FLS policies in the previous year, the FLS team, working collaboratively with regional health facilities, programs, services and agencies as well as various external stakeholders, including Manitoba Health, Family Services and Housing, *Société santé en français* and *Conseil communauté en santé* (CCS), continued to make significant progress in 2005/06. The following highlight some of WRHA's more significant accomplishments:

- WHRA reviewed and confirmed designated bilingual positions in the following areas: Long Term Care Access Centre, Public Health—Street Connections, STD Unit, Travel Health and Tropical Medicine Services. Linguistic profiles for each position were prepared and recruitment efforts overall were successful.
- FLS policies were presented to approximately 25 key internal stakeholder groups, resulting in increased demand for translation services and generating additional bilingual information/educational material on an ongoing basis.
- The WHRA approved a FLS funding request for additional human and financial resources to cover salaries, benefits, operating expenses and one-time costs of an expanded FLS team to allow further development and significant improvement of coordinated FLS throughout the Winnipeg Health Region.
- The WHRA started the development of regional interpreter services which will work closely with the FLS team to ensure the need for French-speaking interpreters will be met.

The WRHA has a total of 500 designated bilingual positions, 425 of which are occupied by bilingual incumbents.

South Eastman Health/Santé Sud-Est Inc.

South Eastman Health/Santé Sud-Est Inc. adopted in 2005/06 a decentralized approach whereby managers of programs and facilities now oversee the offer of services in French to clients accessing health services. This approach is supported by the Vice President – Community and Long Term Care, and by the FLS Coordinator, who are responsible for the development of regional plans, policies, procedures and supporting materials. The RHA also has a Regional FLS Committee.

The following highlight some of the RHA's more significant accomplishments in 2005/06:

- Completion of a revised five-year FLS Plan in consultation with the *Table de concertation régionale Sud-Est* with the guidance of the FLS Secretariat. The

RHA's Regional FLS Committee then developed an action plan for the first year of implementation of the 2006-2011 FLS Plan.

- In collaboration with the *Table de concertation régionale Sud-Est,* secured one-time federal funding for a regional French-language primary health care network. The objectives of the project were to extend the French-language medical consultation service to another community within the region and to establish two community health care centres.
- Development and implementation of five FLS policies that address communications, translations, designation of bilingual positions and recruitment to these positions.
- Facilitated access to French language training for 34 employees. This is an ongoing service in collaboration with the CCS.
- Creation of new full-time on-site facility manager bilingual positions at each of its two designated acute care facilities in St-Pierre-Jolys and Ste. Anne. The managers oversee the facilities' operation and the implementation of the active offer. Local residents will have access to a manager to discuss any issues and share their ideas in the official language of their choice.

Regional Health Authority – Central Manitoba Inc. (RHA Central)

The RHA Central FLS Unit was restructured in 2005. The FLS Unit's mandate was expanded to include enhanced planning and consultation with the RHA FLS Coordinating Team (internal committee) and the *Table de concertation régionale du Centre* (representing the Francophone community).

In 2005/06, many collaborative projects were addressed in partnership between the RHA Central FLS Coordinating Team and the *Table de concertation régionale du Centre*, including:

- The 2006-2011 FLS Strategic Plan. Annual action plans, derived from the FLS strategic plan, are developed to ensure implementation.
- Through the Primary Health Care Transition Fund (PHCTF), Health Canada granted funding channelled through the CCS/*Table de concertation régionale du Centre* which coordinated project submissions for the communities of Montcalm, Notre Dame de Lourdes and St. Claude. Community projects are at various phases of development. The *Centre de Santé* Montcalm Health Centre officially opened its doors on June 24, 2005.
- Through the PHCTF and with extensive consultation, RHA Central started exploring strategies for the development of a multidisciplinary bilingual mobile primary health care team in Central Region. In partnership with the *Table de concertation*, an action plan and a model were developed. An implementation team has also begun its work.

Three members of the RHA Central Board of Directors are Francophone. Currently, three members of the senior management are fully bilingual. Personnel who speak and write in French and who are presently working in areas other than the designated positions were identified and an "employee profile" was developed to obtain language and other information on employees for input in the regional payroll database.

Other 2005/06 highlights include:

- Adoption of a policy whereby all RHA Central promotional and print items bearing the RHA logo and intended for the public must be vetted through Corporate Communication/FLS for review and approval.
- A French language training pilot project, facilitated through the CCS-Resource Unit, helped develop alternative distance education through CD and computer-based modular self-learning programs.

Parkland Regional Health Authority

The Parkland RHA is committed to providing health services in both official languages in the region's French-speaking areas. Community consultation meetings, as well as staff consultation meetings, were held in Ste. Rose-du-Lac to gather information and to develop a French-language primary health care services plan.

All three bilingual establishments have bilingual signage and bilingual telephone message systems. Bilingual information pamphlets are available. French training information is posted for staff. Dr. Gendreau Personal Care Home has staff members that speak and understand French. Parkland RHA has staff that speaks and understands French in all program areas of Community Health Services.

Other 2005/06 highlights include the following staff recruitments:

- Community Health Services: A new public health nurse hired in 2005/06 is expected to complete French language training within 3 years.
- Dr. Gendreau Personal Care Home: A bilingual mission facilitator was hired under contract, as well as a bilingual activity aide and a bilingual health care aide.
- Ste. Rose Hospital: A nurse from Québec, hired for the Clinical Instructor position, will provide quality French interpretation services when needed. The number of bilingual staff is however decreasing as retirements occur.

Family Services and Housing

In 2005/06, Manitoba Family Services and Housing (FSH) continued to operate under the integrated service delivery model to better meet the diverse needs of community area residents. This included a commitment to actively offer FLS to Manitoba Francophone families, children and communities.

The Department maintained delivery of services to the Francophone community by participating in three BSCs, located in St. Boniface, Notre Dame de Lourdes and St-Pierre-Jolys. FSH, in collaboration with other federal, provincial and municipal partners, will participate in the planning for the establishment of three new BSCs to be located in the communities of Ste. Anne, St. Laurent and South St. Vital. In addition to the BSCs, the Department strived for the active offer and delivery of services in French through partially-bilingual service locations, including staffing a full-time FLS Coordinator.

The following highlight some of FSH's more significant accomplishments in 2005/06:

- Operating grants for all early learning and child care programs were increased to support better wages for early childhood educators.
- Funding was provided to increase training opportunities and training support for childhood educators enrolled in workplace programs or community colleges including the CUSB's *École technique et professionnelle* (ETP).
- The *Division scolaire franco-manitobaine* (DSFM) piloted the development of a long-term French language therapy service delivery implementation plan supported by FSH, Education, Citizenship and Youth, Health/Healthy Living and Healthy Child Manitoba Office. The DSFM also provided French-language speech and language pathology services in collaboration with other programs and services associated with the Children's Therapy Initiative in Central Region.
- Increase in funding for child care centres of $171,359 annually to create 147 new spaces in 8 centres with the capacity to offer FLS.
- New materials were translated including the *Best Practices Licensing Manual* for Early Learning and Child Care Centres, the Vocational Rehabilitation online policy manual, the Labour Market Agreement for Persons with Disabilities Annual Report and Baseline Report, and the booklet *Protecting Vulnerable Persons from Abuse and Neglect.*
- Ensured that new programs such as the Manitoba Shelter Benefit reflect both official languages.
- Developed bilingual fact sheets for the Affordable Housing Initiative, the Rent Supplement Program, and the Manitoba Housing and Renewal Corporation Infill Housing Initiative and Proposal Development Funding.
- The annual Domestic Violence Public Awareness Campaign posters, information pamphlets and bus shelter signage were available in both official languages. Two of the Family Violence Prevention program's eight full-time staff members are fully bilingual with three others having a basic understanding of written and verbal French communications.

- In the area of French language training, the Department supported 40 regular registrations, two pilot projects involving 24 additional registrations, and another 4 registrations for a *Perfectionnement* class offered at the BSC in St-Pierre-Jolys.
- Appointment in May 2005 of three new Hearing Panel members under the *Vulnerable Persons Living with a Mental Disability Act*, one of whom is bilingual which will allow the Office of the Vulnerable Person's Commissioner to respond to requests for a bilingual hearing.
- Establishment of *French Language Services Regulation* 199/2005 under *The Child and Family Services Authorities Act,* which define the four new Child and Family Service Authorities as administrative bodies that are required to have a FLS policy and to prepare an annual FLS Plan to deliver these services within designated areas.

Healthy Child Manitoba Office

The Healthy Child Manitoba Office (HCMO) works across departments and sectors to facilitate a community development approach to improve the well-being of Manitoba's children, families and communities. In 2005/06, HCMO partnered with government departments, RHAs, school divisions and community organizations to actively offer FLS to Manitoba Francophone families, children and communities.

Healthy Child Manitoba continued to support the further development of the Francophone Early Childhood Development (ECD) – Hub Model: *Les Centres de la petite enfance et de la famille.* Following community consultations, two initial school sites were selected to begin the implementation of this ECD model. Matching funds from the Canada-Manitoba Agreement on French Language Services supported the initiative. The Coalition francophone de la petite enfance et de la famille, made up of HCMO, DSFM, Société franco-manitobaine (SFM) and the Fédération provinciale des comités de parents (FPCP), monitored the implementation and anticipates expansion to two additional sites. This model improved implementation of the FLS policy by providing parents with one-stop access to services and resources and by providing access to the Healthy Baby program in French at two new sites, one rural and one urban.

The following highlight some of HCM's more significant accomplishments in 2005/06:

- Funding and support of the provincial Francophone Parent-Child Centered Coalition to work with community partners to develop and deliver ECD programs and services, including the Roots of Empathy Program.
- Worked to support the DSFM's *Understanding the Early Years* project.

- Making HCM-sponsored programs, information booklets and reports available in French on a variety of subjects including Fetal Alcohol Syndrome and Shaken Baby Syndrome.
- Completion of the third phase of the 1997 Manitoba Birth Cohort Study with the collection of data on 285 Francophone children in Grade 3.
- Co-hosted in February 2006 with the *Commission nationale des parents francophones* (CNPF) and *Société santé en français* in Winnipeg a Francophone national conference with a focus on promoting health from pregnancy through to early childhood.
- Presented HCMO's strategy for working with the Francophone community in March 2006 at a conference called *ConverGence: Enhancing cooperation through better mutual understanding.*
- HCMO sits on the Advisory Committee on French Language Social Services, the Intersectoral Committee on Francophone Families and Communities, as well as the Coalition francophone de la petite enfance et de la famille.

Conseil communauté en santé du Manitoba Inc.

Following its designation by Cabinet in 2004 as the official representative of the Francophone communities in the areas of health and social services, *Conseil communauté en santé du Manitoba Inc.* (CCS) was incorporated in November 2005. The CCS promotes collaboration and functional relationships among the Francophone communities, the provincial government and the RHAs in order to improve the delivery of health and social services. The CCS took over the administration of *Santé en français* Resource Unit in June 2005. The name of the resource unit was changed to CCS – Centre de ressources (CCS – Resource Centre). The CCS and its Resource Centre also moved to a new location on Taché Avenue in St. Boniface.

The CCS – Resource Centre provided support to designated bilingual health and social services organizations in various areas, namely, translation, language training, language testing, resource materials, and bilingual recruitment. The CCS – Resource Centre coordinated the translation of 18 protocols for Health Links – *Info Santé* financed by the *Centre de santé.* A distant education training program was established with RHA Central.

CCS - Resource Centre 2005/06 levels of translation, language training and language testing activities

	Health	Social Services	Total
Translation	484 documents (406,317 words) at a cost of $87,549	49 documents (89,036 words) at a cost of $19,321	533 documents (495,353 words) at a cost of $106,870
Language Training	233 enrolments	20 enrolments	253 enrolments at a cost of $51,148
Language Testing	15 language proficiency tests at a cost of $839.	None	15 language proficiency tests at a cost of $839. Training of 4 language proficiency assessors at a cost of $5,982.

Recruitment Activities

The CCS – Resource Centre Coordinator produced promotional materials for the recruitment of bilingual health care and social services personnel. A DVD titled *La médecine et toi : d'abondantes possibilités* was developed and distributed to the students of the DSFM. CCS – Resource Centre personnel participated in the Rotary Career Symposium for promotion activities aimed at the high school students of Manitoba. Information sessions on career opportunities were held for the nursing students at CUSB and the University of Manitoba. The CCS – Resource Centre Coordinator participated in 10 out-of-province job fairs.

Education-Finance-Health Partnership

The purpose of this project was to make Franco-Manitoban youth aware of the needs to pursue careers in the health and social services sector. The program has a volunteer work component in rural and urban areas as well as a mentorship component which matches health services professionals with students. The project coordinator made 25 presentations about the program, 22 to students, 2 to school committees and 1 to the RHA administrators. In 2005/06, there were 93 mentorship projects and 14 volunteer projects.

Industry, Economic Development and Mines

Industry, Economic Development and Mines (IEDM) actively offered FLS through two program areas: the Mineral Resource Division and the Business Services Division. The Department worked in conjunction with different partners and organizations, such as the Economic Development Council for Manitoba Bilingual Municipalities (CDEM), Western Economic Diversification, and Intergovernmental Affairs and Trade. These strategic partnerships enabled the department to provide FLS to Manitobans and the department's national and international

clients. The Department also partially funds (25%) on an ongoing basis three Information Specialist positions located at the BSCs in St. Boniface, St-Pierre-Jolys, and Notre Dame de Lourdes.

The FLS Policy was implemented through daily activities and by incorporating FLS in the planning and delivery of promotional campaigns, special events, print and Web communications, business consultations and, in partnership with CDEM, with the delivery of business planning workshops and seminars to Francophone communities. To better serve Francophone communities, the Canada/Manitoba Business Service Centre (C/MBSC) provided regional sites in St. Boniface, St-Pierre-Jolys, Notre Dame de Lourdes, Lac du Bonnet and St. Laurent.

In 2005/06, IEDM continued to improve the implementation of FLS through program delivery, such as:

- The production of new mineral education materials in French for the Schools Program at the Manitoba Mining and Minerals Convention and for the Provincial Mining Week activities. Posters and flyers were sent to the BSC in St. Boniface and advertising was placed in *La Liberté* to promote Provincial Mining Week activities at The Forks.
- The Small Business Development Branch (SBDB) supported partnerships with organizations such as CDEM for the delivery of specific workshops, most notably, the Business Start Program three-day workshop.
- The C/MBSC Library's French-language collection has a total of 675 business-related books, directories, sector publications, videos and trade magazines which are available throughout Manitoba by way of 34 C/MBSC regional sites. Over 500 info-guides are available in both French and English on the C/MBSC and the SBDB Web sites.

Intergovernmental Affairs and Trade

The Department of Intergovernmental Affairs and Trade continued to actively embrace the concept of a pro-active approach to delivering government FLS. The Canada-Manitoba Infrastructure Secretariat offered a bilingual service and communications protocol for all Federal-Provincial Agreements, including all public information materials, signage, Web sites, media advisories, and news releases.

The Canada/Manitoba Infrastructure Secretariat is involved in extensive discussions with a number of Francophone organizations related to potential projects under the Canada/Manitoba Infrastructure Program and the Canada-Manitoba Economic Partnership Agreement.

Public consultation processes provided simultaneous interpretation services to actively solicit input in both languages. Departmental Web sites are almost all completely bilingual. Special Web sites set up for specific projects, particularly pages aimed at engaging the general public, are provided in both official languages.

Justice

During the fiscal year 2005/06, Manitoba Justice continued to increase the availability of departmental information by ensuring that any new documents were available in both official languages and bilingual information was easily accessible by the public. As well, Department staff practiced active offer when answering telephone calls, and the Department continued to increase the availability of bilingual employees to deliver services to the public in both official languages.

In December 2005, the *Association des juristes d'expression française du Manitoba* and Manitoba Justice launched an official campaign to promote judicial services in Manitoba in French with the Web site **mondroitmonchoix.com**. Approximately 9 assorted photo leaflets/flyers were published and several public announcements were placed in the French-language newspaper and radio stations.

The Department also focused on ensuring the success of the various FLS introduced and implemented across the province.

- The bilingual Provincial Court Circuit in St-Pierre-Jolys, established in September 2004, sits on a monthly basis, has had 15 sittings and continued to evolve.
- The Criminal Justice Division bilingual Victim Services Worker regularly attended the bilingual court in St-Pierre-Jolys and offered services to French-speaking victims of crime.
- Approximately 32 staff members attended the French Legal Terminology Training Program offered by the Institut Joseph-Dubuc in cooperation with Justice Canada.

Labour and Immigration

In 2005/06, Manitoba Labour and Immigration (LIM) continued to emphasize the development of print and electronic information materials in both official languages. The Department ensured that services were provided in both official languages either through direct departmental operations or through the BSCs. The Department provided the BSCs with new and updated print publications as they became available, expanding accessibility to departmental information. Designated bilingual staff and those in back-up positions continued to benefit from the French language classes made available with support of the FLS Secretariat, increasing internal capacity to respond to Francophone clients. Labour and Immigration also partially funds (25%) on an ongoing basis three Information Specialist positions located at the BSCs in St. Boniface, St-Pierre-Jolys, and Notre Dame de Lourdes.

The Immigration and Multiculturalism Division launched its new French Web site, **immigreraumanitoba.com**, highlighting services and programs in the Francophone community. This Web site will serve as a model for the rebuilding of the English site. Assistance to French-speaking immigrants coming to Manitoba was provided by L'*Accueil Francophone* located at the BSC in St. Boniface since December 2003. L'*Accueil Francophone*, which received financial support from LIM, welcomed 204 immigrants during 2005/06.

The following highlight some of the Department's other significant accomplishments:

- The Manitoba Labour Board added another bilingual member, expanding the board's overall staffing complement.
- Booklets, fact sheets and Web site information for the new Construction Industry Minimum Wage Regulation were made available in both official languages.
- A discussion guide and jurisdictional comparison were prepared and translated for the Employment Standards Code Review, and made available on the department Web site.
- When the Pension Commission implemented section 21.3 of the Pension Benefits Amendment Act and the Pension Benefits Regulation, all information regarding the changes were available simultaneously in both French and English.

Transportation and Government Services

Transportation and Government Services (TGS) continued to enhance the implementation of the FLS policy during the 2005/06 fiscal year. Road information, forms, public information documents, public hearings, building and highway signs in designated areas were made available in both official languages. The posting of bilingual road signs was addressed in a consistent manner that occasionally went beyond designated areas.

The Administrative Services Division began a reconstruction of the department's Internet Web site. During the course of this activity, priorities were established for the translation of materials posted on the Web site. The majority of the reconstruction and critical translation will take place during the 2006/07 fiscal year.

The Accommodation Services Division of TGS worked closely with the FLS Secretariat and other provincial departments in the planning and development of the three additional BSC locations proposed for Ste. Anne, St. Laurent and St. Vital.

To enhance *active offer* when greeted by the security officers at the entrance of the Legislative Building, TGS devised an action plan so that all individuals speaking with security officers in the Legislative Building, in person or by phone, would understand that communication in both official languages is welcome and encouraged. To meet this commitment, over 50 government security officers were oriented to the *active offer* process at workshops held in December 2005. French language training was offered to the officers, with some taking advantage of the opportunity. Unilingual security officers have been provided with easy access to bilingual Legislative Building staff, which can be called upon to converse with visitors in French. Security officers now receive an individually-addressed, hard-copy bulletin three to four times per year, reminding them of the Government's commitment to *active offer*, and offering French language courses to those interested.

To ensure that as many casual bilingual security staff as possible are available to cover all shifts and absences, the hiring of bilingual security officers to fill casual positions is now a permanent recruitment policy of Security and Protective Services. A permanent bulletin for bilingual security officers has been placed with the Civil Service Commission (CSC) and on the CSC Web site. The *active offer* commitment will be extended to other provincial government buildings in Winnipeg with security officers on duty in 2006/07.

Crown Corporations
and Extra-Departmental Organizations

Manitoba Arts Council

The Manitoba Arts Council (MAC) is an arm's-length agency of the Province of Manitoba established in 1965 to promote the study, enjoyment, production and performance of works in the arts. MAC makes awards to professional arts organizations and individuals in all art forms including arts education, literary arts, performing arts, and visual arts. MAC uses a peer assessment process in making awards. The main criterion used to assess applications is artistic excellence.

MAC prints and publishes all public information and Web site materials in French and English. Press releases, job advertisements and general correspondence with the arts community are always in both official languages. Correspondence to Francophone clients is provided in the official language of their choice and jury materials may be submitted in the applicant's official language of choice. MAC ensures that there is a minimum of one Francophone jury member on all juries with French applications. Advisory panels have simultaneous interpretation as do all national conferences hosted by MAC. Front reception services, both in person and by telephone, are provided in both official languages. There are two Francophone members on MAC's 15 member Board of Directors, two designated bilingual staff positions (Communications Manager and Receptionist) with two additional staff able to function in French.

During 2005/06, the following initiatives were undertaken:

- Conducted a completely separate French-language jury for five Francophone applicants to the writing programs, a number of consultations in French with Francophone clients, and awarded one consultant-assessed French-language application for travel and professional development.
- Facilitated two Francophone assessors who acted as a "break-out group" from the Film and Video jury and assessed three applications.
- Conducted all formal correspondence and consultation with two Francophone publishers in French.
- Assembled an assessment panel for the Publishing Program that had one Francophone publisher and a second bilingual member who was able to read applications in French.
- Held a follow-up half-day consultation in French with Francophone arts community to review directions and recommendations for Council.

Manitoba Film and Sound Recording Development Corporation

The Manitoba Film and Sound Recording Development Corporation continued in its efforts to effectively provide FLS, which resulted in the Manitoba Film and Video Production Tax Credit package and all Film Program application forms being made available in both official languages. With the departure of previous incumbents, both designated bilingual positions within the Corporation have now been successfully filled by bilingual personnel.

Manitoba Gaming Control Commission

The Manitoba Gaming Control Commission (MGCC) was identified by the FLS Secretariat in 2005/06 as an extra-departmental organization needing to develop and implement an FLS Plan. In response to this need, the MGCC appointed an FLS Coordinator to manage this project. In late 2005/06, the MGCC's internal FLS policy guidelines were completed and work began on the Plan to outline the practical ways and means by which the MGCC would actively offer and effectively provide French services to the public.

Although a formal FLS Plan is not in place, the MGCC has already recognized the importance of offering services in French to the public. Amongst the initiatives undertaken during 2005/06 are:

- Advertisements appeared in English and French in bus shelters, newspapers and on the radio starting in September 2005, as part of the MGCC's award-winning first public education campaign to debunk common myths about gambling.
- French versions of the MGCC's annual reports were made available on its Web site.

Manitoba Hydro

Manitoba Hydro continued to enhance the quality and delivery of FLS. Having completed the initial implementation phase of FLS, Manitoba Hydro is making a serious effort to ensure that FLS are continually improved and not bypassed by technology.

Manitoba Hydro has reached a milestone in the delivery of FLS to the youth of Manitoba with the production of its first-ever French education resource on CD.

The CD, which consists of *Power Smart* educational resources and activities for teachers and students, was undertaken in partnership with Pembina Trails School Division and the Distant Education Group. Manitoba Hydro's involvement and commitment to the Francophone education community positions it as a leader in its FLS programs.

In 2005/06, Manitoba Hydro combined the customers' electricity and natural gas bills into one bill. The new format provided an excellent opportunity to broaden the provision of FLS. All customers, even those outside designated bilingual areas, enjoy the benefit of receiving a fully-bilingual bill. Manitoba Hydro's bill is the most familiar single communications item customers receive on a regular basis. The new all-bilingual bill format is truly an application of the *active offer* principle.

As an essential strategy in ensuring the continued success of FLS, Manitoba Hydro has embarked recently on an initiative to test language proficiency of French speaking employees who are not in officially designated bilingual positions. This proactive measure enables Manitoba Hydro to identify all French-speaking employees as well as their proficiency level, thus ensuring the continuity and reliability of its FLS.

Manitoba Liquor Control Commission

The Manitoba Liquor Control Commission (MLCC) opened in 2005/06 a new designated bilingual liquor mart in St. Vital and ensured that all staff hired for positions was completely bilingual, as is the signage and communication materials. The MLCC continued to hire qualified bilingual employees for designated and non-designated areas to ensure bilingual services are available to customers both internally and externally. Store visits are conducted annually to ensure the FLS requirements are met.

With the MLCC's very low turnover rate, non-bilingual employees are encouraged to sign up for French language training. The MLCC offered employees the opportunity to take French language training during working hours and tuition re-imbursement is provided to all employees interested in French language training.

Manitoba Lotteries Corporation

During 2005/06, the Manitoba Lotteries Corporation (MLC) pursued its aggressive plan to ensure MLC's compliance with the spirit of the Government of Manitoba FLS Policy. The following initiatives were undertaken:

- Participation in the Job Fair Booth at the CUSB.
- Added to existing bilingual marketing endeavours by creating programs such as the *Gold Club Card* program.
- Added French language "responsible gambling" messaging on approximately 550 new video lottery terminals in designated bilingual areas of the province.
- Strengthening of the partnership with the Addictions Foundation of Manitoba through funding of the translation of *Its Your Lucky Day* program evaluation.
- Continued to elevate MLC's presence in the Francophone community through sponsorship initiatives such as the booth *Toukie's Hot Rock Café* at the *Festival du Voyageur* with proceeds going to *Francofonds*. Discussions are taking place regarding partnerships with the Francophone community.
- Recognition of MLC's achievements in delivering the FLS corporate program with reception of the Bronze Award given by the Human Resource Management Association of Manitoba.
- MLC designated the following additional bilingual positions at the Club Regent Casino to enhance customer service: Casino Service Attendant II, Casino Hosts.
- MLC is developing a Speakers Bureau and will endeavour to have bilingual speakers.

Manitoba Public Insurance Corporation

The Manitoba Public Insurance Corporation (MPI) continued to work to ensure that it provided Franco-Manitobans with quality front-line customer service throughout the corporation. Customer service levels and the quality of service provided in French are measured quarterly and reported to the Board of Directors to ensure compliance with established standards.

MPI offers all of its 895,250 customers the possibility of communicating orally or in writing in both official languages. Annually, about 2,750 indicate French as their language of communication and 3,500 choose to deal with the MPI call centre in French. Some 1,900 people chose to complete their claims in French.

123 positions are designated bilingual; half the employees at one claim centre are bilingual. In addition, 24 MPI Autopac Insurance broker locations throughout Manitoba provide services in French, 12 where FLS are completely available and 12 where FLS are partially available. MPI Autopac Insurance broker locations and the level of services offered in French are indicated on the Web site **www.mpi.mb.ca**. An additional 32 brokers offer French language services on a casual basis and are not indicated on the Web site.

MPI continued to advertise safety initiatives and public notices in French-language radio and newspapers throughout 2005/06. In addition, MPI launched a bilingual version of its Virtual Driver CD-Rom driver safety product.

MPI continued with its long-standing sponsorship of *Le Festival du Voyageur* and, in 2005/06, sponsored the *Jeux de la Francophonie canadienne 2005* [Canadian Francophonie Games] as well as the Francophone Junior Achievement initiative which was delivered to students in certain Manitoba high schools.

MPI staff, in consultation with CUSB, received a day-long training session in May 2005 at that institution.

Seniors and Healthy Aging Secretariat

The Seniors and Healthy Aging Secretariat works with a number of community groups, senior-serving organizations, and non-profit groups on various issues, challenges and opportunities for older Manitobans. The Secretariat provides services to Francophone seniors through bilingual staff and province-wide toll-free bilingual Seniors Information Line and Seniors Abuse Line. The Manitoba Council on Aging, which advises the Minister responsible for Seniors, has three Francophone members.

The *Fédération des aînés franco-manitobains, Inc.* (FAFM) was one of five Seniors organizations to receive $12,000 during fiscal 2005/06 as part of the implementation of the seniors strategy – *Advancing Age: Promoting Older Manitobans.* This funding allowed FAFM to undertake a number of initiatives to increase its membership and promote programs in French for seniors. Amongst these initiatives was the further development of the content and coordination of the radio program *Prends le temps* on the French language community radio station *Envol 91.1 FM.* The FAFM's participation in *Advancing Age* also contributed to the development of a comprehensive framework of legislation, public policy and programs for older adults in Manitoba.

The bilingual staff also worked with the Francophone community to ensure that the needs and concerns of Francophone seniors are met. All publications produced by the Secretariat are also available in French and English.

Offices of the Legislative Assembly

Elections Manitoba

Elections Manitoba's mandate is to administer provincial elections and provide the public and political participants with information regarding the electoral process. During 2005/06, Elections Manitoba held one by-election in the electoral division of Fort Whyte. Elections Manitoba worked with Translation Services in the production of all materials during the by-election. News releases, statutory advertisements and Gazette Notices were all provided in both official languages. All election forms and manuals under both *The Elections Act* and *The Elections Finances Act* are translated into French. The Elections Manitoba Annual Reports and the Statement of the Votes for the by-election that occurred were available in French. The Elections Manitoba Web site also provided information regarding the results of previous elections and by-elections in the French language.

Office of the Ombudsman Manitoba

The Manitoba Ombudsman responds to complaints from individuals who feel aggrieved by decisions, actions or omissions of provincial and municipal government departments and agencies, and from individuals who feel their privacy rights or right to access to information has been violated.

Services are actively offered in French. Bilingual staff responds to inquiries and complaints under *The Ombudsman Act*, *The Freedom of Information and Privacy Act* (FIPPA), and *The Personal Health Information Act* (PHIA). Information brochures, annual reports, special reports and media releases are produced in both official languages. With the release of the Ombudsman's 2005 Annual Report on CD-Rom, the ability to provide this and other documents of interest in both official languages to a wider audience was greatly enhanced. New publications tailored to specific client groups were prepared in both official languages and provide for an active offer. The Ombudsman's Web site, which has been updated, is available in both official languages. In 2005/06 several staff members working directly with the public received French language training coordinated through the FLS Secretariat.

2005/06 Challenges

The greatest challenges throughout the administrative bodies are resources, both financial and human. Administrative bodies are continually faced with the gap between the competing priorities of program delivery and the limited human and financial resources.

Human Resources

Challenges

- *Recruiting and retaining qualified bilingual staff where candidate selection is minimal or for technical, specialized or professional positions, especially in the health and family services sectors and in rural areas.*
- *Ensuring that staff in bilingual positions has the necessary specialized and technical language skills in French since most post-secondary education and training in Manitoba is given in English.*
- *Ensuring that the bilingual abilities of staff are seen as positive assets and positive contributions rather than the source of an additional burden.*

Strategies

1. Work in partnership with non-government organizations (NGOs), the community and appropriate stakeholders to identify and develop recruitment and retention strategies as well as training opportunities.
2. Identify bilingual personnel presently in positions that are not designated bilingual.

Actions Taken

- In the health services sector, worked in partnership with the *Conseil Communauté en santé* (CCS) to promote rural regions as career destinations for bilingual physicians, nurses, and health care workers.
- Attended various career fairs to find bilingual candidates.
- Various regional health authorities (RHAs) established partnerships with the CCS, for the development of an enhanced offer of French-language courses to allow rural employees to access courses within the region.
- Established a distance education training program for rural RHA employees unable to come to Winnipeg for such courses.
- Initiated discussion and planning to target employees from French Immersion schools that require some language training to take them to an intermediate/advanced level.
- Implemented a succession plan for translators and interpreters to ensure that services are maintained as senior staff members retire.
- Planning of a conference/workshop for French-speaking staff and launching of internal lexicon to help staff with specialized terminology.

- Identification of staff members not in designated bilingual positions that are able to provide FLS.
- Identified and tested the language proficiency of all French-speaking employees not in designated bilingual positions.
- Offered current employees the opportunity to upgrade their skills and become qualified to fill an FLS position.
- Encouraged both bilingual and non-bilingual employees to take advantage of French-language training.

Communication

Challenges

- *Ensuring Translation Services has the ability to provide excellent service in spite of the gap between human and financial resources, and increasing demands and tight timeframes.*
- *Ensure that the production of French-language communication tools are integrated to initial planning stages of projects thus avoiding the production of documents within extremely tight deadlines that leave little or inadequate time for translation or last-minute edits.*
- *Developing, maintaining and ensuring that Web sites are available simultaneously in both official languages.*

Strategies

1. Ensuring that production needs of French-language materials are taken into consideration at the initial stages of planning and production.
2. Ensuring that communication tools and documents have the same look in English and in French.
3. Ensuring that the government has the capacity to provide bilingual services in its central communications offices or units.

Actions Taken

- Hiring of two new translators, one of whom was seconded to Education and Training.
- Used freelance translators to accommodate short turnaround times for translating documents.

- Translation Services received funding from the Access to Justice in Both Languages Support Fund for training and professional development of translators and interpreters.
- Manitoba Justice, in cooperation with the *Association des juristes d'expression française du Manitoba*, launched an official campaign to promote judicial services in Manitoba in French with the **mondroitmonchoix.com** Web site.
- Launched a new French Web site which highlights services and programs in the Francophone community available to immigrants.
- Published annual reports and other documents of interest in both official languages on CD-Rom making them available to a wider audience.
- Advanced planning assisted administrative bodies by providing more lead time for translation of the necessary documents in French.
- Administrative bodies were advised to put money aside at the beginning of the fiscal year to prepare for the costs of translation and interpretation.

Service Delivery

Challenges

- *Choosing the appropriate mix of strategies and tools to enhance service commitments to Francophone clients, within limited financial budgets.*
- *Ensuring that departments and staff are aware of the active offer principle and the importance of encouraging and stimulating the use of bilingual services.*

Strategies

1. Establishment of partnerships and working in cooperation with NGOs, community and cultural groups to ensure an active offer of services.
2. Ensuring that all stakeholders participate in the implementation of the FLS policy.

Actions Taken

- Four departments jointly fund on an ongoing basis three Information Specialist positions located at the Bilingual Service Centres (BSCs) of St. Boniface, St-Pierre-Jolys, and Notre Dame de Lourdes.
- Provided assistance to French-speaking immigrants coming to Manitoba through L'*Accueil francophone* located at the BSC in St. Boniface.

- Continued to support the development of a "hub model" for early childhood centres linked with Francophone schools.
- Co-hosting in Winnipeg of a Francophone national conference with a focus on promoting health from pregnancy through to early childhood.
- Organisation of the federal-provincial-community conference entitled *ConverGence: Enhancing cooperation through better mutual understanding.*
- Sport was the lead agency for the Province in guiding and supporting the Host Committee of the *Jeux de la francophonie 2005* in Winnipeg.
- Media and service provider events were hosted at the St. Boniface BSC, to highlight the availability of its services.
- Community consultation meetings were held to gather information about FLS in the local health services sector.
- Ensured management participation in a session on the implementation of the FLS Policy in the health services sector.
- The provincial government services section of the *Annuaire des services en français au Manitoba* [Directory of services in French in Manitoba] was updated and enhanced so as to provide a better information tool for Francophone seniors, their families and caregivers.
- Additional information materials in French were produced through innovative partnerships.

Statistics
on Designated Bilingual Positions
2005/06

Administrative Bodies	Total Number of Designated Bilingual Positions	Number of Bilingual Incumbents	Number of Non-Bilingual Incumbents in Designated Positions	Number of Vacant Designated Positions
Departments				
Agriculture, Food and Rural Initiatives	21	11	7	3
Civil Service Commission	3	3	0	0
Conservation / Water Stewardship[1]	66	37	29	0
Culture, Heritage & Tourism[2]	52	49	2	1
Education, Citizenship and Youth / Advanced Education and Training	128	113	6	9
Family Services and Housing[3]	99	53	43	3
Finance[1]	38.5	24.5	12	2
French Language Services Secretariat	7	7	0	0
Health / Healthy Living	16	8	8	0
Healthy Child Manitoba	3	2	0	1
Industry, Economic Development and Mines[1]	9	5	4	0
Intergovernmental Affairs and Trade	22[4]	13	7	2
Justice	70	51	14	5
Labour and Immigration[1]	23	10	13	0
Transportation and Government Services	18	10	7	1

Administrative Bodies	Total Number of Designated Bilingual Positions	Number of Bilingual Incumbents	Number of Non-Bilingual Incumbents in Designated Positions	Number of Vacant Designated Positions
Offices of the Legislative Assembly / Crown Corporations and Extra-Departmental Organizations				
Elections Manitoba	1	1	0	0
Manitoba Arts Council	2	2	0	0
Manitoba Film and Sound Recording Development Corporation	2	2	0	0
Manitoba Hydro	32	24	8	0
Manitoba Liquor Control Commission	75	60	12	3
Manitoba Lotteries Corporation	7	6	1	0
Manitoba Public Insurance[5]	123	81	41	1
Seniors and Healthy Aging Secretariat	1	1	0	0
TOTAL	**818.5**	**573.5**	**214**	**31**
Percentage	100%	70.1%	26.1%	3.8%

1 In addition to the designated positions, these departments partially fund (25%) on an ongoing basis three Information Specialist positions located at the BSCs in St. Boniface, St-Pierre-Jolys, and Notre Dame de Lourdes.

2 In the past, two part-time employees who had the same responsibilities were counted as two positions. As of 2005/06, this position is counted as one position only, resulting in a reduction of 1 position over past years.

3 Due to the ongoing reorganization of the Child and Family Services system, statistics for the 2005/06 fiscal year were not available. 2003/04 statistics have been used.

4 Due to restructuring of the Department of Intergovernmental Affairs and Trade, 3 designated bilingual positions in Rural and Northern Community Economic Development were transferred to the Department of Agriculture, Food and Rural Initiatives and 1 designated bilingual position in the Water Services Board was transferred to Water Stewardship. One new designated bilingual position was created for the Winnipeg Partnership Agreement unit.

5 Due to the ongoing restructuring of MPI, the statistics for 2003/04 have been used.

Comparative Data on Designated Bilingual Positions over the last five years as a percentage of reference year 1999/2000

Fiscal Year	1999/2000	2001/02	2002/03	2003/04	2004/05	2005/06
Total Number of Designated Bilingual Positions	376	583.5	757	784	809	**818.5**
Increase (over reference year 1999/2000)	Reference Year	55.2%	101.3%	108.5%	115.2%	**117.2%**

Appendix
Statement of Policy
March 1999

The French Language Services policy of the Government of Manitoba recognizes the fact that the French-speaking population of Manitoba is a constituent of one of the fundamental characteristics of Canada. The policy's purpose is to allow this community and the institutions serving it to access comparable government services in the language of the laws of Manitoba.

The services provided by the Government of Manitoba are offered, to the extent possible, in both official languages in areas where the French-speaking population is concentrated. The designated areas are shown on the accompanying map.

Administrative bodies covered by this policy consider the objectives of this policy and possible impacts on the Francophone community when planning and carrying out administrative or legislative reorganizations and reforms, including boundary reorganizations.

French language services are provided in completely Bilingual Service Centres located in the designated areas. They are also provided, as approved or specified by the Minister responsible for French Language Services, in partially Bilingual Service Centres that have a sufficient number of designated positions and bilingual employees to ensure an effective delivery of such services.

French language services are actively offered by the administrative bodies covered by this policy. The concept of active offer means that services in French, whether provided by oral, written or electronic methods, are evident, readily available and easily accessible to the general public, and of comparable quality to those offered in English.

All correspondence with individuals or groups is in the official language preferred by the recipient.

Unless specified otherwise by the Minister responsible for French Language Services, all forms, identity documents and certificates intended for the general public are in a bilingual format.

All information materials (written, audio-visual or electronic) intended for the general public are produced in a bilingual format, unless cost and distribution considerations justify separate language versions. The French language equivalent can be the version posted on the administrative body's Internet site in circumstances specified by the Minister responsible for French Language Services. Separate language versions are released simultaneously.

Unless specified otherwise by the Minister responsible for French Language Services, Web sites provide information and facilitate interactions with the public in both official languages.

Unless specified otherwise by the Minister responsible for French Language Services, signs and public notices in the designated areas and in the Bilingual Service Centres are in both official languages.

The availability of French language services is made evident with appropriate signage and reception messages.

Public information campaigns in the English language have a counterpart in the French language, subject to cost and distribution considerations.

The administrative bodies to which the policy applies use the French-language media to advertise vacant staff positions where French is a requirement or an asset.

Unless otherwise specified by the Minister responsible for French Language Services, only bilingual employees are recruited in the Bilingual Service Centres and designated positions until such time as the bilingual personnel requirements are met.

Where the staff of a Bilingual Service Centre is completely bilingual, the administrative body encourages the use of French as the language of work.

Nominations to boards, commissions, agencies, etc., take due account of the language dimension of government policy, as well as the right of any Manitoban to use either official language before quasi-judicial tribunals.

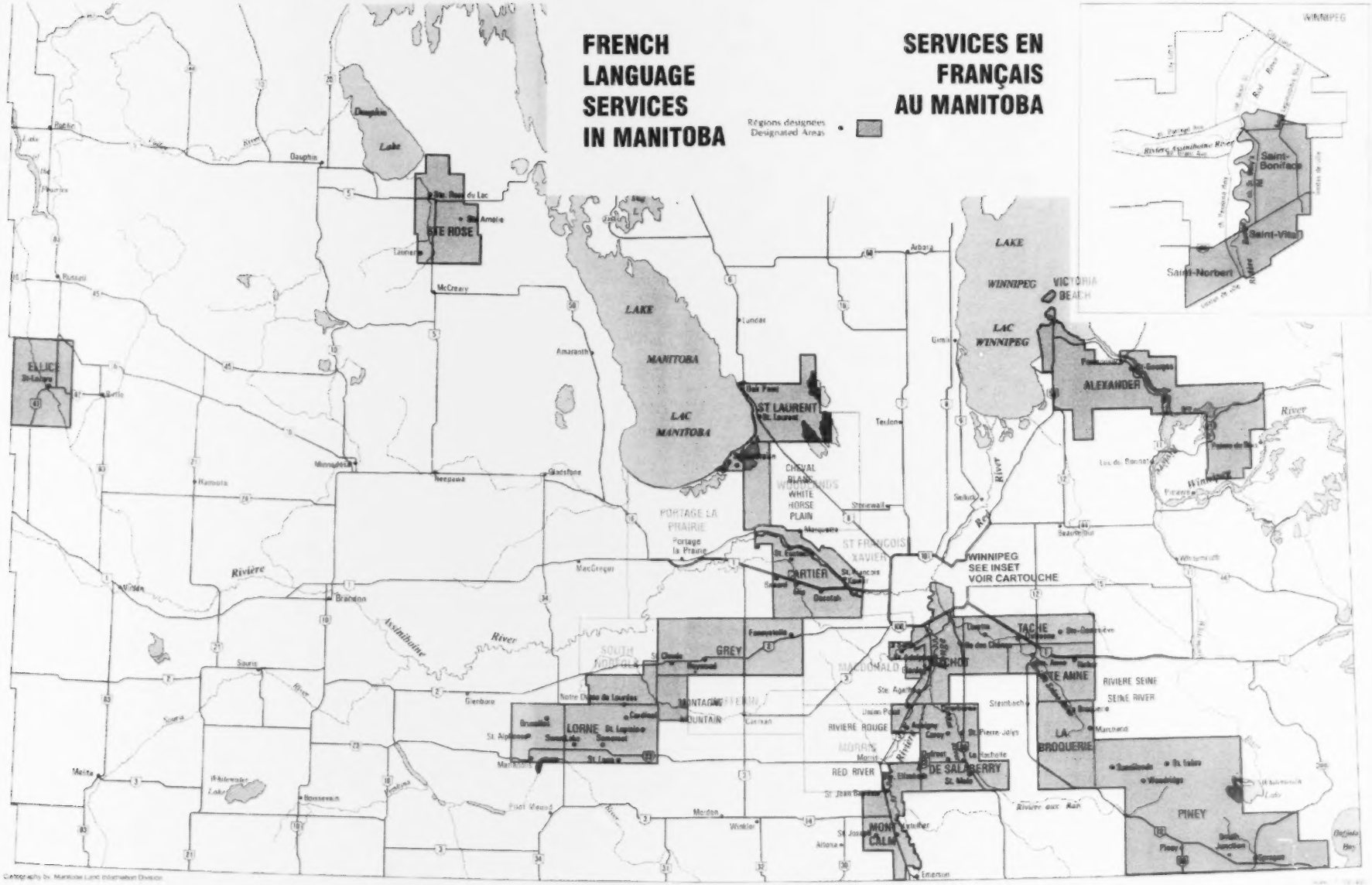
This policy applies to and is implemented by the following administrative bodies:

- All government departments and boards, commissions, corporations and special operating agencies reporting to them;
- Crown corporations and extra departmental organizations;
- Offices of the legislative assembly and quasi-judicial agencies subject to the requirements of Section 23 of The Manitoba Act;
- Public utilities governed by the Public Utilities Board and serving designated areas;
- Designated health facilities, social services agencies and Regional Health Authorities;
- Others as may be specified by the Minister responsible for French Language Services.

The implementation of this policy is guided and monitored by the French Language Services Secretariat, whose mandate applies to all the administrative bodies covered by this policy. In fulfilling its mandate, the French Language Services Secretariat seeks and facilitates the implementation of this policy in a manner consistent with the concept of active offer and makes recommendations to that effect.

The Minister responsible for French Language Services may direct the administrative bodies covered by this policy to carry out certain actions to better meet the objectives of this policy.

In order to ensure public accountability, the French Language Services Secretariat publishes an annual report detailing the results of this policy's implementation by the administrative bodies covered by this policy. The annual report is prepared in collaboration with these administrative bodies.


FRENCH LANGUAGE SERVICES IN MANITOBA
SERVICES EN FRANÇAIS AU MANITOBA
Régions désignées
Designated Areas
WINNIPEG
Saint-Boniface
Saint-Vital
Saint-Norbert
Riviere Assiniboine River
LAKE WINNIPEG
VICTORIA BEACH
LAC WINNIPEG
LAKE MANITOBA
LAC MANITOBA
Dauphin Lake
Dauphin
STE ROSE
McCreary
ELLICE
St-Lazare
ST LAURENT
St. Laurent
ALEXANDER
CHEVAL BLANC
WHITE HORSE PLAIN
PORTAGE LA PRAIRIE
Portage la Prairie
ST FRANÇOIS XAVIER
CARTIER
WINNIPEG
SEE INSET
VOIR CARTOUCHE
Rivière Assiniboine River
Brandon
GREY
TACHE
DUFFERIN
SCOTT
STE ANNE
RIVIERE SEINE
SEINE RIVER
MONTAGNE
MOUNTAIN
LORNE
RIVIERE ROUGE
RED RIVER
LA BROQUERIE
DE SALABERRY
PINEY
MONTCALM
Cartography by: Manitoba Land Information Division

FRENCH
LANGUAGE
SERVICES
IN MANITOBA

SERVICES EN
FRANÇAIS
AU MANITOBA